



**CITY OF AKRON, OHIO**  
**POLICE DIVISION**  
**JAMES D. NICE, CHIEF OF POLICE**

<b>NUMBER</b> P-2011-030	<b>EFFECTIVE DATE</b> September 1, 2011	<b>RESCINDS</b> P-09-030 Issued 12-23-09
<b>SUBJECT</b> Bank/Credit Union Alarm Response Procedure		<b>ISSUING AUTHORITY</b> Chief James D. Nice

## **I. POLICY**

The manner in which these alarms are responded to can be a major factor in determining the outcome of a situation. A safe resolution for all involved is the main consideration.

## **II. PROCEDURE**

### **A. OFFICER'S RESPONSIBILITIES**

1. The first units responding will coordinate their approach for maximum coverage of the building.
2. The responsibility of the first police unit on the scene is that of observation.
3. Any attempt to apprehend the suspects should be made outside the building, if possible.
4. The initial dispatched unit will be responsible for completing any related reports.

### **B. SAFETY COMMUNICATION'S RESPONSIBILITIES**

1. When a bank/credit union alarm is received, the police dispatcher will immediately dispatch two units.
2. A police technician will call the bank/credit union and inquire as to the nature of the alarm. Both parties must exchange names and the technician will instruct the employee to stay on the line until they are advised to meet officers outside with proper identification.

### **C. RESPONDING TO THE FIRST MERIT OPERATIONS CENTER**

1. All officer approaches to the area can be monitored from the security office. Therefore, it is imperative that officers exercise extreme caution when responding to alarms at this location.

2. There are two vehicular entrances to the facility – the main complex entrance and the shipping and receiving entrance which is also the armored car and vault area located on Wooster Avenue at Pine Street.
3. Officers shall cover the entrances from the farthest points possible for their safety, yet keeping the entrances in view and secure.
4. Communications personnel shall contact the Security Office to determine if a known problem exists. The Security Office is to be manned at all times.
5. If bank security determines, after making an inspection, that no problem exists, they will activate a red light located on top of the building at the Wooster Avenue and Pine Street side.
6. When the red light is activated, the officer situated at the Wooster Avenue and Pine Street entrance shall approach the entrance gate and wait for a guard to meet them to verify the situation is clear.
7. Officers will also respond to fire alarms at this facility in order to provide vault-area security as the situation dictates.

By Order Of,



James D. Nice  
Chief of Police

Date August 16, 2011